

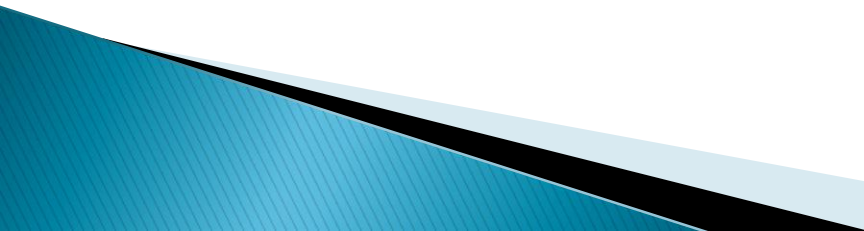
Creating A Human Service System Community Report Card

Presentation to Faith In Action

March 9, 2011



Why Provide A Report Card on the Human Services System?

- ▶ Identifies how well we are doing in achieving a particular quality of life result
 - ▶ Gives a framework to hold ourselves accountable for measureable improvements
 - Expected results of the HS system's activities are clearly articulated
 - Data regularly collected and reported to address questions of whether results have been achieved
 - ▶ Provides key information on our strengths as well as areas for improvement
- 

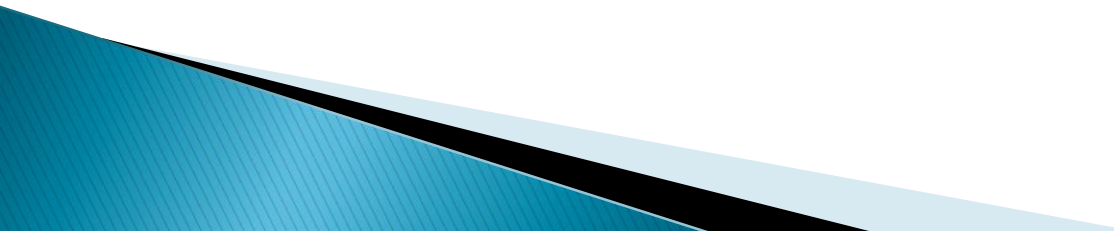
What is a HS Community Report Card?

- ▶ Provides clear data and analysis that enables a broad understanding of our areas of impact
- ▶ Measures various aspects of the selected impact areas
- ▶ Provides concrete information on a carefully chosen set of indicators that are representative of those impact areas

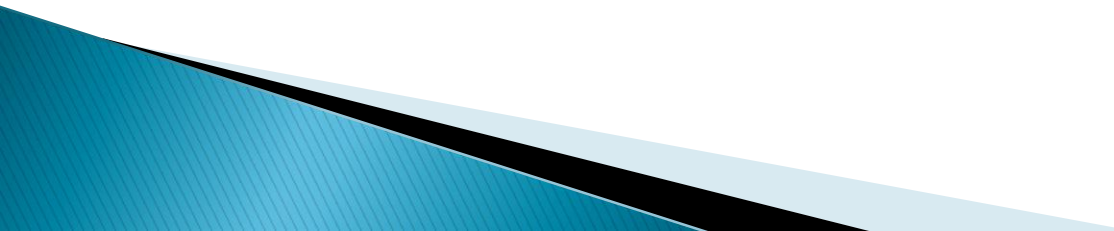
It's a dynamic tool to facilitate continuous dialogue and improvement



How Will We Use The Report Card?

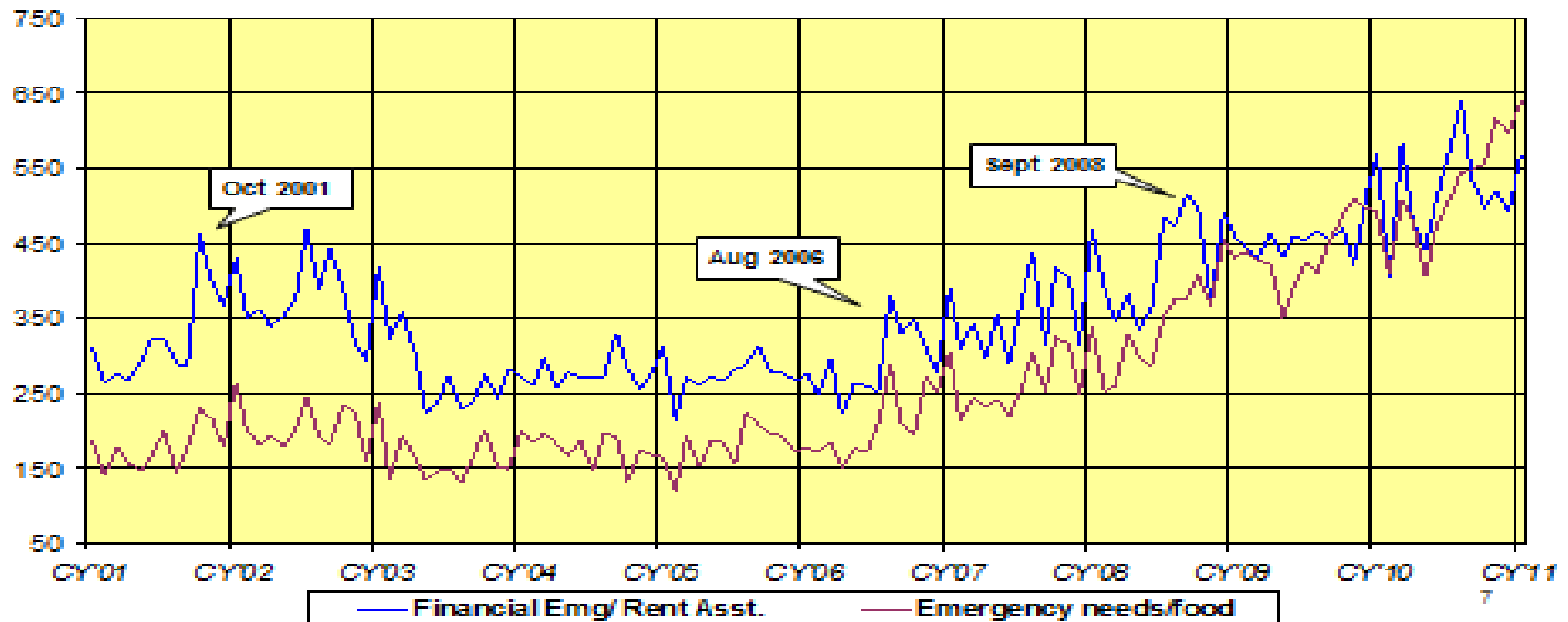
- ▶ Link work across agencies and community providers to a common set of results
 - ▶ Inform the allocation of resources and the strategic discontinuance of some activities
 - ▶ Inform the selection and timeline of future programs
 - ▶ Guide strategic decisions of agencies & partners to align to the desired results
 - ▶ Facilitate communication to all stakeholders on progress made annually
 - ▶ Support communication between partners as the system examines its contribution to the specific impact result
- 

Faith Organizations–Key Partners

- ▶ Already supporting many human service goals
 - Helping people be and stay healthy
 - Creating options for older adults and those with disabilities to experience positive living in their communities
 - Creating affordable housing options and providing supports for those most in need
 - Keeping individuals connected to their communities and participating in community life
 - Fostering economic self-sufficiency of adults
Supporting safe and thriving individuals and families
 - Helping youth succeed
- 

How Do We Know If We Are Making A Difference?

Emergency Rent & Food Requests to CSP Jan 2001 – Jan 2011



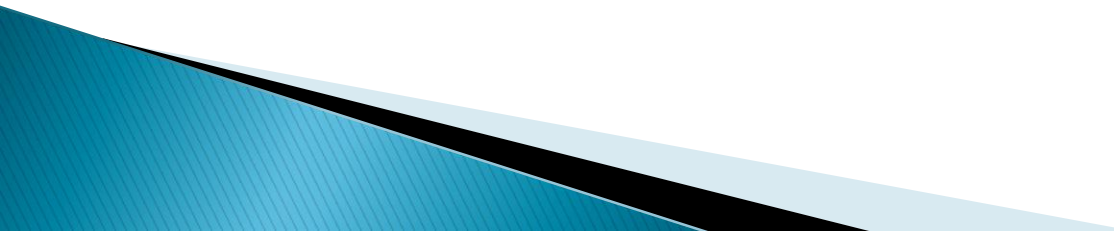
Indication of Effectiveness?

- ▶ If we want people to be able to have adequate economic resources to make ends meet how will we know if our approaches are making a difference?
 - People living 250% above poverty
 - Percent of households spending less than 30% of annual income on housing
 - *And if our program strategies are successful*
 - ↓ # of request for emergency rent assistance and food

How can we improve these numbers?

- ▶ It doesn't mean we STOP providing emergency rental assistance and food, but rather we develop strategies to reduce the need for emergency rental and food assistance
 - Result – increase the number people living 250% above poverty and increase the # of people spending less than 30% of income on housing.

HOW DO WE ESTABLISH A STAFF AND COMMUNITY INPUT PROCESS?

- ▶ Develop a forum in which our representatives from our workforce, boards, authorities, commissions, nonprofits, business partners and concerned citizens provide information to define community level impact areas, to determine the indicators we will measure, and to provide feedback and recommendations on drafts of the report card
 - ▶ Participation process to begin in Fall 2011
- 

Challenges

- ▶ Keeping it simple
 - ▶ Making it usable
 - ▶ Getting broad based buy-in
 - ▶ Finding ways to create on-going dialogue around the impact (goal) areas
 - ▶ Using it to make decisions
 - ▶ Communicating our progress
- 